

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. Honesty and trust are the foundation of a healthy business society. If you jeopardize the consumers' trust in the overall business climate or in a particular industry you jeopardize capitalism itself. Capitalism is not "Buyer Beware". To protect the kind of capitalism that America has benefitted from for generations, we must protect the consumer. Allow states to pass consumer protection laws. Study these new laws and ask "Should any of these be implemented at the national level? for the sake of the consumer? to spare an industry from the damage that might be wrought by an irresponsible few? to nourish capitalism? for the good of the nation?"

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,
Terri O'Neil